ingenico®

beyond payment

Terminal User Guide

EFT930G/B

Contents

1.   <u>Introduction</u>

This guide will detail how you install and use your EFT930 terminal, including Safety Instructions and instructions on transaction processing, printing reports and general maintenance of the terminal.

Important Battery Information

Battery Operation
The terminal displays the Battery Power status as a number of bars much like those on a mobile phone display. There are a number of factors that can affect the rate of Battery drainage, for example:

· length of receipt
· time off the base
· number of receipts per transaction
· time before sleep mode is activated
· time between transactions

Depending upon a number of factors, you might experience variation in the number of transactions performed for each bar on the Battery Power display.

Please check the battery status prior to initiating any action on the handset. Should it indicate 'very low' (no bars) or 'no power' then you should return the handset to the base to charge the battery.

2.   <u>Important Safety Instructions</u>

Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part of your terminal. Such checks would provide warning of any unauthorised modifications to your terminal, and other suspicious behaviour of individuals that have access to your terminal.

Your terminal detects any 'tampered state'. In this state the terminal will repeatedly flash the message 'Alert Irruption!' and further use of the terminal will not be possible. If you observe the Alert Irruption!' message, you should contact the terminal helpdesk immediately.

You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

CAUTION : NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.

Powering down the EFT930 base:
Disconnect the EFT930 power supply block adapter from the electrical mains network.

Lithium Battery

The EFT930 is fitted with a lithium battery which can only be accessed and serviced by a qualified technician.

The EFT930 is fitted with battery specially designed for this terminal.

- Only use the appropriate chargers and batteries listed in the Ingenico's catalogue.
- Do not short circuit the battery.
- Do not attempt to open the battery case as its components cannot be modified.
- Used batteries must be disposed of at the appropriates sites.

Warning

There is a risk of explosion if the battery is incorrectly replaced or is placed in a fire

Electrical Power Outlet

The electrical outlet must meet the following criteria:
Must be installed near the equipment and easily accessible;
Must meet standards and regulations in the country where used;
For type A plug, the protection of the installation must be set to 20 A.

Telephone Network

The phone jack must comply with standards and regulations in the country where used.

On Aircraft

Your handset must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane.

Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

Explosion Areas

Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic Health Appliances

Your handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc. Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

CE Marking

The CE marking indicates that product EFT930P/G/B/W complies with the requirements of European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:
- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility
- Complies with the following harmonised standards:

Specific Absorption Rate (SAR):
The model wireless equipment meets the government's requirements for exposure to radio waves. Your wireless equipment is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and by the Canadian regulatory authorities. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organisations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age or health.

The exposure standard for wireless equipment employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by the Canadian regulatory authorities is 1.6 W/kg.

1. Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmtting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the equipment while operating can be well below the maximum value. This is because the equipment is designed to operate at multiple power levels so as to use only the power required to reach th network. In general, the closer you are to a wireless base station, the lower the power output.

Before a equipment model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g. at the ear and worn on the body) reported to the FCC and available for review by Industry Canada. The highest SAR value for this equipment when tested for use when worn on the body is 0.711 W/kg. (Body worn measurements differ among phone models, depending upon available accessories and regulatory requirements).

2. While there may be differences between the SAR levels of various terminal and at various positions, they all meet the governmental requirements for safe exposure.

The SAR values found for the EFT930G GSM/GPRS Point of sale terminal are below the maximum recommended levels of 1.6 W/Kg as averaged over any 1 g tissue according to the FCC rule §2.1093, the ANSI/IEEE C 95.1:1999, the NCRP Report Number 86 for uncontrolled environment, according to the Health Canada's Safety Code 6 and the I n d u s t r y Canada R a d i o S t a n d a r d s S p e c i f i c a t i o n RSS 102 f o r G e n e r a l Population/Uncontrolled exposure.

For body worn operation, this phone has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metal and that poitions thedevice a minimum of 0 mm from the body.

3. <u>Declaration of Conformity</u>

The CE marking indicates that the EFT930 products complies with the requirements of European Directive 1999/5/EC of 9th March 1999. on Radio and Telecommunications Terminal equipment for:

- The protection of the health and safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

and complies with the following harmonised standards (where applicable):

EFT930			
EN60950-1 / 12-2001	According to	73/23/EEC	(Low Voltage Directive)
EN301489-1/7/08-2000	According to	89/336/EEC	(EMV Directive)
EN301511/12-2000	According to	1999/5/EC	(R&TTE Directive)
EN50360/07-2001	According to	1999/519/EEC	(R&TTE Directive)
EN50360/07 -2001	According to	1999/519/EEC	(Electro Magnetic Directive)

And, for the whole range, complies with the European approval specification on connecting terminals with DTMF dialling to the public switched telephone network (Council Decision 1998/482/EC, Council Decision 1999/303/EC)

- TS 103021-1/2/3 /09-2003
- TR 103000-1/2/3/4 /06-2003
- ES 201187 /03-1999

WEEE Directive
The product belongs to the family of electrical and electronic equipment. Therefore it is subjected to the WEEE Directive which requires the collection and recycling at the end of the life of the product. Ingenico products present the symbol for the marking of electrical and electronic equipment as required by the WEEE Directive.

The crossed through wheeled bin printed on the product gives information about the requirement not to dispose of WEEE as unsorted municipal waste and to collect such WEEE separately.

To ensure that the product is collected and recycled with respect to the environment, you must contact your supplier (contact the Ingenico local office or the commercial head office in charge of your country on www.ingenico.com <<contact us>> page).

The abandonment or uncontrolled disposal of waste can harm the environment and human health. So, by recycling your product in a responsible manner you contribute to the preservation of natural resources and the protection of human health.

Batteries
If your product contains batteries they must be disposed of at the appropriate collection points.

4.   <u>Installing the Terminal</u>

- Ensure the mains supply is connected to the terminal and switched off.
- Connect the telephone/network cables to the base unit, before connecting them to external sockets.
- Ensure you have your Merchant ID to hand. This can be found on your Welcome Letter.
- Place the terminal handset onto the base if you have not already done so.

Dual Comms Mode

You should use the ▼▲ arrows to highlight the required option and then press ENTER to select that option. If using a EFT930G the display will show GRPS Network twice.

```
Connection Method
Telephone <PPP>
LOCAL NETWORK
```

Now switch on the mains supply. The terminal will display this screen, press ENTER and a number of additional screens will be displayed while the handset assigns to the base.

At this screen press the GREEN button and the installation process will continue.

```
PLACE TERMINAL ON A BASE
WITH A PHONELINE  and press
ENTER
```

ONLY APPLIES IF TRANSMITTING VIA TELEPHONE LINE:

If your terminal is connected via a direct line, press the YELLOW button to select NO.

```
Terminal Installation
Plug in Phone Line
and then press ENTER
```

If your phone line is connected to a switchboard/PABX, press the GREEN button to select YES.

```
Dial Prefix Required?

Enter = YES Clear = NO
```

If you selected YES, key in the number used to get an outside line (often 9) and press the GREEN button.

```
Key in the Number used to get an
Outside Line

and then press ENTER
```

If your telephone line uses the 1571 or call waiting function, press the GREEN button. NOTE: if you select no here and you do use these functions, the terminal will be unable to dial out for authorisations when a call message is waiting.

```
Does the Tel. Line have Call
Waiting or 1571

Enter = YES      Clear = NO
```

Key in your merchant number and press the GREEN button. The terminal will start to dial the Host computer and a number of communication messages will be displayed.

```
Terminal Installation
Key in Merchant No.

and then press Enter
```

The terminal may contact card acquirers.

Further communications messages will be displayed. An installation report will then be printed displaying the card types that your terminal will accept.

Finally, the terminal will dial the Host computer to report the successful installation.

READY
Merchant Number
12345678

Installation is now complete and the terminal will display the READY prompt. Your terminal is now ready for use. Check the date and time on your terminal, if this needs to be corrected refer to Section 31 of this guide for details on how to do this.

5. <u>Using the Terminal</u>

Switching the Terminal On and Off

To SWITCH ON the terminal when it is off the base, press:

If on the base the terminal will always be powered.

To SWITCH OFF the terminal, press the yellow CLEAR button and   at the same time

The Terminal Display

The terminal has a colour display and the icons in the banner at the top of the display use colour to indicate their status.

Signal Strength and Assigned Base
This will indicate the signal strength (see section below 'Connection Information')

READY
Merchant Number
12345678
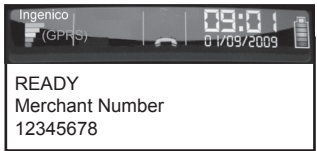
Battery Charge Indicator
This will indicate the amount of battery charge (see section below 'Battery Information')

6. <u>Battery Information</u>

Your terminal is supplied with a removable, rechargeable battery. This battery recharges when the terminal is connected to the charger unit.

Following installation, the battery charge status is indicated by the battery icon found in the top right hand corner of the terminal display.

When you charge the battery for the first time, it should be charged until full capacity is indicated. This may take from 4 to 16 hours. New terminals are dispatched with some charge present. Transactions can be performed providing the terminal is connected to the charger unit so that it can continue charging.

Battery low

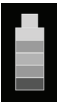Battery fully charged (off base)

One of these Battery Status Symbols will be displayed depending on the charge in the battery and whether the handset is on the Base.

If the terminal is on the base unit the battery symbol will display a power cord from the bottom of the battery.

7.   <u>Signal Information</u>

EFT930GCC:
The signal icon represents the strength of the GSM/GPRS mobile signal. The fewer bars indicated represents poorer network strength.

Your terminal may not be able to communicate with the acquirer if the signal is very poor. The network name shown next to the signal icon, indicates which network the terminal is communicating by.
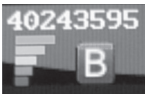
This symbol indicates that the network and SIM card are fitted.
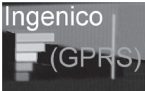
When GPRS is green it shows that the terminal is connected to the network.

EFT930BCC:
If this symbol is displayed in BLUE, the handset is in range of the base unit and can be used safely.

If this symbol is displayed in RED, the handset is out of range of all the base unit and cannot be used.

8.   <u>Using the Menus</u>

The Transaction Menu enables you to perform a transaction on the terminal.

At the READY prompt press the MENU button.

The first option on the list will be highlighted.

The actual options shown may differ from those shown here.

| TRANSACTION MENU |
| Refund |
| Sale |
| Purch. with Cashback |

NOTE: Only three options can be displayed on the terminal screen at any one time. Use the arrow buttons to view the available options.

Press the GREEN ENTER button to select a highlighted option. The terminal will return to the READY display if no option is selected within 30 seconds.

The System Menu enables you to perform an administration function on the terminal. Select the System Menu by following the instructions below.

At the READY prompt press the MENU button until the System Menu is displayed. Other menu options may appear before/after depending on your configuration.

Use the up and down arrow buttons to view the available options and press ENTER to make your selection when the required option is highlighted.

| SYSTEM MENU |
| Totals |
| Print Function Codes |
| Select Function |

Throughout the transaction flows in this guide, all your instructions are denoted by this unshaded display.

All instructions to be carried out by the customer are denoted by this shaded display.

At this time you should hand the terminal to the customer and ask them to follow the instructions displayed.

Entering Letters

You may need to enter letters using your terminal. Most numeric buttons have alphabetical characters allocated to them.

e.g. the number 2 button has a, b and c allocated to it

e.g. the number 5 button has j, k and l allocated to it

To enter a letter, press the relevant number button and then the MENU button to scroll through the letters until you select the character required. To enter the next letter you must again select the relevant number button. To enter a space press the 0 button followed by the MENU key.

If a mistake is made when entering numbers or letters, press the YELLOW button until the incorrect numbers or letters have been removed. Then re-key the correct entry.

Once all the numbers or letters have been entered press the GREEN button to accept the entry.

Inserting a Chip Card

The card should be inserted with the chip facing uppermost.

The terminal can detect if a chip card has been swiped as a magnetic card. If the card has not been inserted previously, it will prompt you to insert the card.

If the card is inserted the wrong way or there is a problem with the chip, the terminal will prompt for the card to be removed and re-inserted.

The terminal will prompt you when the card is to be removed.
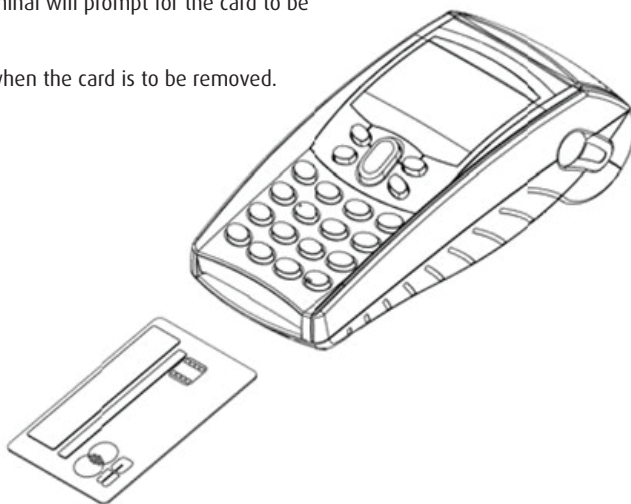
Swiping a Card

The card should be swiped with the black magnetic stripe facing the terminal and running along the bottom of the card.

Make sure that the bottom of the card runs firmly along the bottom of the card swipe and that the card is swiped at even speed.

The speed of the card swipe should not be too slow as this can sometimes cause problems when the terminal is reading the card.

It is important to swipe cards correctly through the terminal so that they can be read by the card reader.
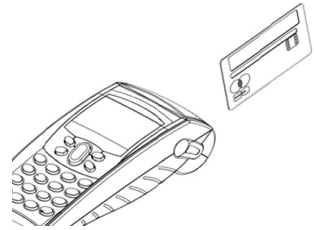
Using a Card with the Contactless Reader

Where a contactless transaction is allowed, the terminal display will show the contactless symbol.

The cardholder should hold their card against the Contactless symbol on the terminal.

If the card is removed too quickly a message will appear on the display and the cardholder will be asked to present the card again.

LED's will light at the top of the terminal during different parts of the transaction.
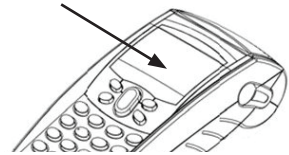
Re-Printing Receipts
Once a re-print has been printed the user will be asked to press ENTER.

Check to ensure receipt is correct, if another re-print is required press MENU to re-print.

NOTE: This is not the same as printing a duplicate receipts.

9.   Starting a Transaction

IMPORTANT INFORMATION
Your terminal may be configured to start a transaction by either entering the transaction amount first or by inserting/swiping payment card.

If your terminal is configured to accept Contactless Cards it will always expect you to enter the transaction amount first for whichever type of transaction you are performing.

If your terminal is configured for card details first the customer will be prompted to insert their card into the terminal to start the transaction. Once this is done, enter the transaction amount and continue from the Checking Card prompt for the chosen transaction type.

10.   Sale Transactions

At the READY PROMPT you may be asked to "Key in the amount" of the sale or to "insert or swipe" customer card.

If the card is a Chip card, please see 'Sale (Card Inserted)'.

If the customer's card has been swiped, please see 'Sale (Card Swiped)'.

If the customer's card is a Contactless card and is to be used for a Contactless transaction, please see 'Sale (Contactless)'.

Sale (Card Inserted)

The terminal will check the card. If the customer presents a card which supports multiple card schemes you may be required to choose which card scheme to use.

1. Your terminal may be configured to allow Cashback, if Cashback is required press the GREEN button. If Cashback is not required press the YELLOW button and continue from step 3.

2. If Cashback was required, enter the Cashback amount and press the GREEN button.

3. Hand the terminal to the customer. The customer should enter their PIN, as they do so asterisks will appear on the screen. Now press the GREEN button.

4. If numbers are entered incorrectly during this process use the YELLOW button to delete and then re-key the correct PIN.

Note: Removing the card will VOID the transaction.

5. The terminal will now print a receipt which the CUSTOMER must retain for their records.

Tear off the receipt and press the GREEN button to continue. Should you require a reprint of the receipt press the MENU button.

6. You will now be prompted to remove the customer's card. The terminal will then print a MERCHANT receipt which must be kept for your records.

7. Press the GREEN button and the terminal will return to the READY prompt. If a re-print is required press the MENU button.

Note: Depending on the terminal configuration the full card number may not be printed on the receipts.

```
SALE
Checking Card

Please Wait...
```

```
SALE
Cashback?

Enter = YES          Clear = NO
```

```
PWCB
Key in Cash Amount
                            0.00
and then press ENTER
```

```
Amount              55.00
PIN ****
Cardholder to key PIN
Enter=OK          Clear=REKEY
```

```
Amount              55.00
PIN: ACCEPTED
RETURN TERMINAL
Do NOT Remove Card
```

```
Tear OFF
CUSTOMER RECEIPT
Press ENTER if OK
Press MENU to Reprint
```

```
SALE
Please Remove Card
```

```
Tear off
MERCHANT RECEIPT
Press ENTER if OK
Press MENU  to Reprint
```

Sale (Card Swiped)

1. Swipe the customer's card through the terminal.

```
SALE
Checking Card

Please Wait...
```

2. You may be prompted to confirm the last four digits of the card number. Key in the last four numbers from the customer's card and then press the GREEN button.

```
Key in last 4 digits of Card
Number

and then press ENTER
```

3. The terminal will check the card.

FOR CASHBACK PLEASE REFER TO PAGE 11

4. The terminal will now dial for authorisation and a number of messages will appear on the screen.

```
SALE
AUTH CODE: nnnnn
<Aquirer Name>
```

6. The terminal will print a Merchant receipt, if a re-print is required press the MENU button. Tear off receipt and ask the customer to sign.

```
Printing
MERCHANT RECEIPT

Please Wait...
```

```
Tear off
MERCHANT RECEIPT
Press ENTER if OK
Press MENU to Reprint
```

7. Check the signature and, if it is OK, press the GREEN button and a Customer receipt will be printed.

If a re-print is required press the MENU button.

If the signature is not OK press the YELLOW button and the transaction will be cancelled.

```
SALE
Signature OK?

Enter = YES          Clear = NO
```

8. The transaction is now complete and the terminal will return to the READY prompt.

```
Tear OFF
CUSTOMER RECEIPT
Press ENTER if OK
Press MENU to Reprint
```

Sale (Contactless)

1. The cardholder should present their card against the Contactless symbol on the terminal display.

```
Present, insert        £9.50
or swipe card
```

2. The terminal will now print a Merchant receipt. Press the GREEN button if receipt is correct. If a re-print is required press the MENU button.

```
Printing
MERCHANT RECEIPT

Please Wait...
```

4. If the customer requests a receipt press the ⌣ key and a customer receipt will be printed. This must be done before the next transaction takes place.

If receipt is not printed clearly press the MENU button or press the GREEN button to return to the READY prompt.

```
Printing
CUSTOMER RECEIPT

Please Wait...
```

11. **Voice Referrals**

Sometimes transactions will require you to obtain a voice referral from the Authorisation Centre.

As a security measure your terminal may have been set up to request either the swipe of the Supervisor Card or the input of a Referral Password when this situation arises.

Please follow the process below if your terminal has been set up to ask for a Referral Password.

The following screens will be displayed if the transaction gets a referral message from the acquiring host:

```
<Transaction Type>
<Voice Referral Message>
<Acquirer Name>
Press CLEAR
```

The card should be removed from the terminal and handed to the operator who will be contacting the Authorisation Centre.

```
SALE
Please remove card for voice
referral
Please Wait...
```

The Authorisation Centre telephone number will be displayed.

```
REFERRAL
MID: 12345678
CALL: nnnn nnnnnnn
and then press enter
```

You may be asked to swipe your Supervisor card or Enter your Referral Password and then press the GREEN button to continue.

If you have not set up your Referral Password please see section 12.

```
Enter Referral Password

and then press enter
Please Wait...
```

Once you have spoken to the Authorisation Centre if the transaction is authorised press the GREEN button to continue with the transaction or, if authorisation is declined, press the YELLOW button.

```
SALE
Authorisation given?

ENTER=YES          CLEAR=NO
```

If the YELLOW button is pressed, the terminal will display 'Not Authorised' and print a 'Not Authorised' receipt. The terminal will then return to the READY prompt.

If the GREEN button is pressed enter the authorisation code provided by the Authorisation Centre and press the GREEN button.

```
SALE
Key in Auth. Code
                <Auth Code>
and then press ENTER
```

The terminal will now print the receipts and then return to the READY prompt.

Incorrect Code/Password

If you enter an incorrect Password this screen will be displayed, press the YELLOW button to retry.

```
INCORRECT REFERRAL
PASSWORD

Press CLEAR to retry.
```

If an incorrect Password is entered at the second attempt this screen will be displayed, press the GREEN button for a final retry.

```
Enter Referral Password
LAST TRY

and then press ENTER
```

Once the number of tries has been exceeded the terminal will cancel the transaction, print 'Cancelled' receipts and return to the READY prompt.

You will have to contact the helpdesk to reset password.

```
NUM TRIES EXCEEDED
Please call Help Desk
on: nnnn nnn  nnnnnnn
Press CLEAR
```

12. Setting the Referral Password

Function 23 will allow you to set and change the Referral Password.

At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the SELECT FUNCTION option is highlighted.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

Enter the number 23 and then press the GREEN button, the terminal will ask you to swipe the Supervisor card or key in your Supervisor code.

Now press the GREEN button to select the option to Set the Referral Password.

```
EFT
Set Referral Password?

Enter=YES          Clear=NO
```

Pressing the YELLOW button will return the terminal to the READY prompt.

If this is the first time the Password has been set please enter 0000 and then press the GREEN button.

If the code is to be changed, key the current code and then press the GREEN button.

```
Enter Current
Referral Password?

and then press ENTER
```

Enter a new Referral Password and then press the GREEN button.

Re-key the new Referral Password to confirm and then press the GREEN button.

```
Enter New
Referral Password?

and then press ENTER
```

The terminal will print a receipt to confirm the Password has been changed and will return to the READY prompt.

```
Confirm New
Referral Password?

and then press ENTER
```

13. <u>Refund</u>

1. At the READY prompt, press the MENU button.

2. Use the arrow keys to highlight refund and press the GREEN button.

3. Either key in the amount of refund transaction and then press GREEN button or swipe/insert card in the terminal and then key in the refund amount.

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
TRANSACTION MENU
Refund
Sale
Purch. with Cashback
```

```
REFUND
Key in Amount
                              0.00
and then press ENTER
```

```
REFUND
Insert or swipe card
to continue
(or press Cancel key)
```

The terminal will check the card. If a customer presents a card that supports multiple card schemes, you may be required to choose which card scheme to use.

You may be prompted to either swipe the Supervisor Card or key in Supervisor code. PIN entry is not required on refunds, The transaction will proceed as a signature verified sale.

(Please refer to Section 10 of this guide for instructions on how to complete a Sale.)

14. <u>Contactless Refunds</u>

To perform a Contactless Refund "Amount Entry First" must be enabled; the card scheme must be configured to allow it and the transaction amount must be below the maximum contactless transaction limit:

Note: A "Contactless Refund" may be performed either by using credit/debit cards (if configured) or any other contactless devices such as "Fobs or Mobile Telephones".

If the transaction value is below the maximum Contactless Limit a screen similar to the following will be displayed:

If the value is above the Contactless Limit you will be asked to swipe/insert card.

Normal card checks will be performed.

If refunds are supervisor protected then you will be asked to swipe supervisor card or key in supervisor code.

```
REFUND
Key in TOTAL Amount:
                              0.00
and then press ENTER
```

```
REFUND                      £9.00
Present / Insert or Swipe Card to
continue
(or press Cancel key)
```

15. Purchase with Cashback

This menu option only needs to be used to provide Cashback when normal Sale transactions are performed with a gratuity. Selecting this option allows a transaction to be carried out with Cashback instead of with gratuity.

Please note: Only certain types of debit cards allow Purchase with Cashback.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Purchase with Cashback option is highlighted.

```
TRANSACTION MENU
Refund
Sale
Purch. with Cashback
```

2. Key in the amount of the sale and press the GREEN button.

```
PWCB
Key in Amount
                                    0.00

and then press enter
```

3. Either key in the cashback amount and then press GREEN button or swipe/insert card in the terminal and then key in the cashback amount.

The transaction will now continue as a normal sale transaction.

```
PWCB
Key in Cash Amount
                                    0.00

and then press enter
```

Please refer to Section 10 of this guide for how to complete a Sale transaction.

Please note: The full card number may not will be printed on the merchants receipt depending on the terminal configuration**.**

16. Cash Advance

Please note that this option is only available for certain types of business. Please contact Customer Services for further information.

Please note: Only certain types of cards allow Cash Advance.

1. Use the arrow buttons to view the available options and press the GREEN button when the Cash Advance option is highlighted.

```
TRANSACTION MENU
Refund
Cash advance
Purch. with Cashback
```

2. Either key in the transaction amount and then press GREEN button or swipe/insert card in the terminal and then key in the transaction amount.

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
CASH ADVANCE
Key in Amount:
                        0.00
and then press ENTER
```

3. The terminal will check the card.

```
CASH ADVANCE
Insert or swipe card to continue
(or press CANCEL key)
```

The transaction will now continue as a normal sale transaction. Please refer to Section 10 of this guide for how to complete a Sale transaction.

17.   Add Gratuity as a Percentage

If the terminal is configured for gratuity this can be added as a percentage of the total or as an actual value.

Press ENTER if a gratuity is to be added.

```
Amount                    £10.00
Customer to
Enter a Gratuity
Press ENTER
```

If gratuity with percentage is enabled the following screen will be displayed:

```
Gratuity Percentage
1-        5 %
2-        10 %
3-        15 %
4-        20 %
5-        Other
```

Select a "Fixed Percentage" from the available options or select "OTHER" to key in the an amount.

```
Total                     £10.50
Customer to
Confirm Total
Press ENTER to assist
```

18.   Purchase with Gratuity (Restaurants)

At the READY prompt key in the amount of the sale and press the GREEN button.

Please note: This option is only available for certain types of business. Please contact Customer Services for further information.

```
40243595  ┌─┐  09:01
 F  B'    └─┘  01/09/2009

READY
Merchant Number
12345678
```

1. At the READY prompt either key in the transaction amount and then press GREEN button or swipe/ insert card in the terminal and then key in the transaction amount.

The terminal will check the card. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
SALE
Checking Card

Please Wait...
```

3. Your terminal may prompt you to enter the Waiter ID. If so, enter the relevant Waiter ID and press the GREEN button. You may also be prompted to enter the table number.

(Please see Section 30 for more information on Waiter ID's)

4. Pass the terminal to the customer to confirm the amount.

If the customer rejects the amount, the customer should return the terminal. You will be prompted to swipe the Supervisor Card or key in your supervisor code and re-enter the amount.

```
Cardholder to Confirm
Amount              55.00
Press ENTER to Accept
or CLEAR to Reject
```

5. If the customer does not want to add a gratuity, they should press the YELLOW button and the transaction will then proceed from step 8. If the customer wishes to add a gratuity, they should press the GREEN button.

```
Amount              55.00
Do you wish to
Add a GRATUITY?
Enter=YES      Clear=NO
```

6. The customer will now be prompted to key in the gratuity amount and the to press the GREEN button or if the gratuity percentage is available refer to section 17.

```
Amount              55.00
Enter GRATUITY
                     5.00
Enter=OK     Clear=REKEY
```

7. The customer will then be prompted to confirm the total transaction amount.

```
Cardholder to Confirm
Total               60.00
Press ENTER to Accept
or CLEAR to Reject
```

8. The customer will be prompted to enter their PIN. Once the PIN has been entered, the customer should press the GREEN button to confirm.

```
Amount              60.00
PIN:
Cardholder to key PIN
Enter=OK     Clear=REKEY
```

9. The customer should now return the terminal. If the card has been inserted, the card should remain in the terminal.

Please Note: Removing the card at this point will VOID the transaction.

```
PIN ACCEPTED

RETURN TERMINAL
Do NOT Remove Card
```

10. The terminal will dial the authorisation centre and display the various messages.

11. The terminal will now confirm if authorisation has been obtained.

The terminal will display PLEASE WAIT while it prints the customer's receipt. Press the GREEN button, if the receipt has been printed correctly and you will be prompted to remove the card. If the receipt is not correct, press MENU key and the receipt will be re-printed.

12. The terminal will then print a MERCHANT receipt which should be retained for your records.

If the receipt has been printed incorrectly press the MENU key for a re-print.

Press the GREEN button and the terminal will return to the READY prompt.

19. <u>Refund with Gratuity</u>

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Refund option is highlighted.

```
REFUND
Key in TOTAL:
                                    0.00

and then press ENTER
```

2. Key in the total amount including any gratuity and press the GREEN button or insert/swipe the customer's card and then key in the total amount.

```
REFUND
Insert or Swipe Card
to continue
(or press CANCEL key)
```

3. If the transaction value is below the max Contactless value you may be asked to either present, insert or swipe the customer's card through the terminal.

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customers card number and press the GREEN button.

The terminal will check the card. If a customer presents a card that supports multiple card schemes, you may be required to choose which card scheme to use. You may be prompted to swipe the Supervisor Card or enter supervisor code through the terminal.

4. If a gratuity has been added, press the GREEN button. If no gratuity has been added, press the YELLOW button.

```
REFUND
Gratuity Added?

Enter=YES           Clear=NO
```

5. If a gratuity has been added, enter the amount of the gratuity and press the GREEN button.

```
REFUND
Key in GRATUITY
              0.00
and then press ENTER
```

6. You may be asked to key in the Waiter ID from the original transaction and press the GREEN button.

```
REFUND
Original Waiter ID:

and then press ENTER
```

The transaction will now proceed as a normal sale transaction. Please see section 10 for information on how to complete a Sale transaction.

20. <u>Pre-Authorisation</u>

Please note this option is only available for certain types of business. Please contact Customer Services for further information.

Where there is the likelihood of a large value transaction, such as a hotel or car hire bill, a pre authorisation transaction for the expected value can be made. If, following a pre authorisation transaction, the value of the transaction increases (e.g. as a result of an extended stay at an hotel) a further pre-authorisation may be required.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the **Pre-Auth** option is highlighted.

```
TRANSACTION MENU
Refund
Purchase. with Cashback
Pre-Auth

```

2. Key in the amount of the transaction and press the GREEN button or insert/swipe the customer's card and then key in the transaction amount.

```
PRE-AUTH
Key in Amount:
                          0.00
and then press ENTER
```

3. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
PRE-AUTH
Insert or Swipe Card
to continue
(or press Cancel key)
```

The transaction will now continue as a normal sale transaction. Please refer to section 10 for information on how to complete a sale transaction.

Completion

Please note: If the final bill is more than the total pre authorised amount, a further pre-authorisation may be required for the difference which must be obtained prior to carrying out the completion transaction.

The following procedure will complete a pre-authorised transaction when the final account is confirmed with the customer.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Completion option is highlighted.

```
TRANSACTION MENU
Pre-Auth
Completion
Cash Advance
```

2. Key in the amount of the transaction and press the GREEN button or insert/swipe the customer's card and then key in completion amount.

```
COMPLETION
Key in Final Amount
                       0.00
and then press ENTER
```

3. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

```
COMPLETION
Insert or swipe card
to continue
(or press Cancel key)
```

4. You will then be prompted to enter the last Pre-Authorised code and press the GREEN button.

```
COMPLETION
Key in last Pre-Auth Code:

and then press ENTER
```

The transaction will now continue as a normal sale transaction. Please refer to section 10 for information on how to complete a sale transaction.

21. Key Entering Card Details and Mail Order Transactions

You may need to key enter a customer's card details if their card is faulty or if you are entering a mail order transaction where the customer is not present.

A. **Mail Order Transactions :** Begin at Step 1 if you are performing a Mail Order Transaction.

B. **Card Read Failure or Key Card Number :** Begin at Step 2 if:

You have swiped a customer's card at the READY prompt and the terminal displays
CARD READ FAILURE .
OR
If you have selected the Sale option from the Transaction menu and unsuccessfully swiped the card three times, and the terminal displays Key Card No.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the required option is highlighted.

```
TRANSACTION MENU
Refund
Sale
Purch. with Cashback
```

2. Key in the amount if the transaction and then press the GREEN button or key enter the customer's card number when you see this prompt. The card number will be displayed as it is keyed in.

```
<transaction type>
Insert or Swipe Card
to continue
(or press Cancel key)
```

3. The terminal will check the card number. Key in the card expiry date and press the GREEN button.

```
<transaction type>
Key expiry date MMYY

and then press ENTER
```

4. You may be asked to enter the start date or issue number from the card. Enter them as they appear on the card and press the GREEN button.

```
<transaction type>
Key start date MMYY

and then press ENTER
```

```
<transaction type>
Key in issue number

and then press ENTER
```

5. If the customer is present, press the GREEN button. If this is a mail order transaction, press the YELLOW button and proceed from number 9 below.

```
<transaction type>
Is customer present?

ENTER=YES          Clear=NO
```

6. Key in the amount of the transaction and press the GREEN ENTER button. The terminal will now dial for authorisation. The authorisation code will be displayed. Press the GREEN button.

NOTE: Not displayed if amount is keyed in first.

```
<transaction type>
Key in Amount:
                                    0.00

and then press ENTER
```

7. A receipt will now be printed. Obtain the customer's signature. If the signature is OK, press the GREEN button. If it is not, press the YELLOW button and the transaction will be voided.

```
SALE
Signature OK?

ENTER=YES          Clear=NO
```

8. The signed receipt should be kept for your records. The terminal will now print a receipt for the customer. Pass the receipt to the customer and the transaction is complete.

9. You may be asked to key in the amount of the transaction and press the GREEN button.

IF YOUR TERMINAL IS CONFIGURED FOR CSC/AVS (A CARDHOLDER VERIFICATION SERVICE) PROCEED AS FOLLOWS.

If you see this prompt, key in the 3 digit security code, which can be found on the signature strip on the back of the customer's card. Now press the GREEN button.

```
<transaction type>
Key in Security Code:

and then press ENTER
```

Please note: The security code for American Express cards is a four digit code and can be found on the front of the card.

Your terminal may then prompt you to do the following:

- Enter the numeric digits from the customer s Post Code, (i.e EH11 9YE would be entered 119) and then press the GREEN button.

```
<transaction type>
Key in Numerics from
The Post Code:
and then press ENTER
```

- Enter the customer's house number, (i.e Flat 5, 29 High Street would be entered 529) and then press the GREEN button.

```
<transaction type>
Key in first five digits
of the address:
and then press ENTER
```

- 10. The terminal will now dial out for authorisation and the authorisation code will be displayed. Press the GREEN button.

```
<transaction type>
AUTH CODE: nnnnn
<Aquirer name>
press ENTER
```

The terminal will display the results of the address check. The result will be printed on the merchant receipt.

The security message will advise the response for any information entered at the Security Code, Address and Post Code prompts.

Message Text	Result
ALL MATCH	All data entered is correct
SEC CODE MATCH ONLY	Only the Security Code is correct
ADDRESS MATCH ONLY	Only the address is correct
NO DATA MATCHES	None of the data entered is correct
DATA NOT CHECKED	The data has not been checked

11. To accept the transaction press the GREEN button and a customer receipt will be printed. Press the GREEN button again and this will print a copy of the receipt for your records.

To decline the transaction press the YELLOW button and a void receipt will be printed for the customer. Press the GREEN button again and a void receipt will be printed for your records.

```
AUTH CODE: nnnnn
<security messages>
Press ENTER to Accept
Press CLEAR to Decline
```

22. <u>Reversal</u>

You can reverse the last previously authorised Sale or Refund transaction provided the reversal is carried out within 30 seconds of completing the original transaction.

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the Reversal option is highlighted.

```
TRANSACTION MENU
Refund
Duplicate Receipt
Reversal
```

2. The terminal will dial the authorisation centre and display the message CONNECTION MADE. The terminal will now confirm the reversal is successful and print a receipt.

```
REVERSAL
Dialling
<Aquirer Name>
```

3. Tear off the receipt and give this to the customer as a copy of the transaction. Press the GREEN button.

The terminal will now print a copy of the receipt for you to retain for your records. Press the GREEN button and the terminal will return to the READY prompt.

If a re-print is required press the MENU button.

23. <u>Verify Account</u>

Press the MENU button and then use the arrow keys to highlight the transaction type from the transaction menu and then Press ENTER.

```
TRANSACTION MENU
Verify Account
Pre-Auth
Refund
```

Insert or Swipe Card

```
VERIFY ACCOUNT
Insert or Swipe Card
to continue
( or press Cancel key )
```

Cardholder PIN entry (* (asterisk) will be displayed as
each PIN digit is keyed in)

```
Amount                    £0.00
PIN: ****
Cardholder to key PIN
Enter=OK  Clear=REKEY
```

The terminal will contact the acquirer to verify the account
holder.

```
Amount                    £0.00
PIN ACCEPTED
RETURN TERMINAL
Do NOT Remove Card
```

24. <u>PIN Entry Failure</u>

If an incorrect PIN has been entered the terminal will display
INCORRECT RE-ENTER PIN.

```
INCORRECT RE-ENTER
PIN: ****
Cardholder to key PIN
Enter=OK          Clear=REKEY
```

The cardholder should re-enter their PIN and press the
GREEN button.

The cardholder has three attempts to enter their PIN after
which the terminal will display the message: 'PIN TRIES
EXCEEDED'

```
PIN TRIES EXCEEDED
Contact Card Issuer
RETURN TERMINAL
Do NOT Remove Card
```

The cardholder should hand the terminal back to you and
contact their card issuer.

```
PIN TRIES EXCEEDED
Press ENTER to
Continue with
Signature
```

The transaction will continue and seek authorisation with a signature verification. Press the GREEN
button to continue the transaction.

25. <u>Cancelling Transactions</u>

1. CANCELLING BEFORE AUTHORISATION
A transaction can be cancelled at any time before authorisation has been obtained.

Press the RED button. The terminal will display CANCELLED and print a receipt for the
customer which will be marked as cancelled.

Then press the GREEN button and the terminal will print a merchant receipt for your records.

Press the GREEN button again and the terminal will then return to the READY prompt.

2. CANCELLING AFTER AUTHORISATION BUT BEFORE COMPLETION
When carrying out a swiped transaction and the transaction requires cancelling after authorisation has been obtained, but before the transaction has been completed, press the YELLOW button at the 'SIGNATURE OK' prompt to select NO and reject the signature. The transaction will be cancelled and a void receipt will be printed.

3. CANCELLING AFTER COMPLETION OF A TRANSACTION
If the transaction requires cancelling after the transaction has been completed a REVERSAL or a REFUND will need to be performed. (Please refer to Section 22 for Reversal or Section 13 for Refund)

Please note: Reversal transactions can only be carried out within 30 seconds of the transaction taking place.

4. CANCELLING THE TRANSACTION BY THE CUSTOMER
If the customer selects to cancel a transaction, they will be asked to confirm if they wish to do so and return the terminal. You should then remove their card and press the GREEN button and the terminal will print out a receipt for the customer and one for your records.

26. <u>Clearing Mistakes</u>

If a mistake is made when entering numbers or letters, press the YELLOW button until the incorrect numbers or letters have been removed or press the RED button to erase all input. Now re-key the correct entry.

<u>Printing Duplicate Receipts</u>

1. At the READY prompt press the MENU button. Use the arrow buttons to view the available options and press the GREEN button when the **Duplicate Receipt** option is highlighted.

```
TRANSACTION MENU
Refund
Reversal
Duplicate Receipts
```

2. Press the GREEN button to print a duplicate receipt. It is not an exact copy of either a customer or merchant receipt and has Duplicate Receipt printed on it.

```
EFT
Duplicate Receipt

Enter=YES          Clear=NO
```

27. <u>X and Z Totals</u>

X Totals can be printed at any time throughout the day and give a sub total of all transactions performed. X totals do not reset the totals within the terminal.

Z Totals show the total of all transactions processed through the terminal for each card company since the last Z Totals were performed. Once Z Totals have been completed the totals within the terminal are reset to zero. X Totals will also be reset. Z Totals are not connected to your Banking totals.

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Use the arrow buttons to view the available options and press the GREEN button when the required option is highlighted.

3. You will then be asked to swipe the Supervisor Card or enter your Supervisor code.

4. Press the GREEN button to proceed or the YELLOW button to cancel.

5. The terminal will print the report. Press the MENU button if you wish to reprint the report. If not, press the GREEN button and the terminal will return to the READY prompt.

```
TOTALS MENU
End-of-Day Banking
Z-Totals
X-Totals
```

```
EFT
X-Totals? (or Z-Totals?)

Enter=YES          Clear=NO
```

```
Tear Off
TOTALS RECEIPT
Press ENTER if OK
Press Menu to Reprint
```

28.   Waiter Totals

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.

2. Use the arrow buttons to view the available options and press the GREEN button when the Waiter Totals option is highlighted.

You will then be asked to swipe the Supervisor Card or enter Supervisor code through the terminal.

3. Press the GREEN button to print the totals.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

```
TOTALS MENU
Z-Totals
X-Totals
Waiter Totals
```

```
EFT
Print Waiter - Totals

Enter=YES          Clear=NO
```

4. To reset the Waiter Totals press the GREEN button and the totals will be reset.

The terminal will now return to the READY prompt.

```
WAITER TOTALS
Reset Waiter - Totals?

Enter=OK          Clear=REKEY
```

29.   End of Day Banking

Banking should be carried out at the end of each business day once the last customer has left the premises. This is to make checking credits and reconciliation with your bank statements easier.

Please note: If your acquirer has set a cut off time for end of day banking, please note the following: To ensure that your statement totals balance, it is important that you carry out your End of Day Banking before the cut off time set by your acquirer. For information regarding these times please contact Customer Services.

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS menu will be displayed.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Use the arrow buttons to view the available options and press the GREEN button when the End of Day option is highlighted.

You will then be asked to swipe the Supervisor Card or enter Supervisor code.

```
TOTALS MENU
End-of-Day Banking
Z-Totals
X-Totals
```

3. Press the GREEN button to proceed.

4. You will now have the choice of selecting totals for ALL card types or selecting those card types you wish to bank.

```
EFT
End-of-Day Banking?

Enter=YES          Clear=NO
```

5. Press the GREEN button to reconcile ALL card types and the terminal will contact each acquirer in turn before printing the report or press the YELLOW button to select the acquirers you wish to reconcile. **Please note:** This screen will only be displayed if your terminal is set up with more than one acquirer.

```
Select card types to be
banked
Press ENTER for ALL
Press CLEAR to SELECT
```

6. You will now be shown a list of the individual acquirers. Press the GREEN button to reconcile an acquirer or press the YELLOW button if you do not want to reconcile a particular acquirer.

```
End-of-Day Banking
Bank <aquirier>

Enter=YES          Clear=NO
```

7. Once the desired acquirers have been selected, the terminal will dial the selected acquirers. You will be prompted to wait while the terminal prints a banking report.

8. After all acquirers have been banked, tear off the receipt and press the GREEN button. The terminal will return to the READY prompt.

Please note: If Stored or Session Totals Not Agreed is printed on your End of Day receipt, please contact Customer Services.

30. Entering Function Codes

There may be occasions when you have further requirements of your terminal. These can be met through the use of **Function Codes.**

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the Select Function option is highlighted.

2. Key enter the function code required and then press the GREEN button.

Once the function code has been entered, follow the prompts displayed by the terminal. You may be prompted to swipe your Supervisor Card or key in Supervisor code.

The following codes are available for you to use:

CODE	TITLE	DESCRIPTION
16	Print Transaction	Refer to section 33
30	Set Date/Time	Refer to section 31
36	Assign to Base	Refer to section 34
38	Sleep Parameters	Refer to section 32
40	Waiter Setup	Refer to section 30
36	Test Radio Signal	Refer to section 35

Waiter ID's (Restaurants)

Default Waiter 0
A default waiter, **Waiter 0: SHARED** will be created automatically by the terminal. This can be used if you do not want to create individual Waiter ID's.

All Sale transactions with gratuity will add tips/gratuities to this waiter without the need for a waiter ID to be entered during transaction processing.

The total of all Waiter 0 tips/gratuities will be printed as part of the Waiter Totals Report showing the total value of tips/gratuities performed.

Adding an Individual Waiter ID
Your terminal can be configured to recognise individual Waiter ID's. These make it possible to identify which staff member has dealt with the transaction. The Waiter ID will be printed on the receipt.

1. At the READY prompt press the MENU button twice.

2. Using the arrow button select the **Select Function** option and then press the GREEN button.

3. Enter the number 40 and then press the GREEN button.

4. Swipe the Supervisor Card or enter Supervisor code.

5. If you want to proceed to the Waiter Setup menu, press the GREEN button. If not, press the YELLOW button to return to the READY prompt.

6. Using the arrow button select **Add** and then press the GREEN button.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

```
EFT
Waiter Setup

Enter=YES          Clear=NO
```

```
WAITER SETUP
Add
Delete
Print

Change Name
Delete All
Create Defaults
```

7. Your terminal will automatically allocate the next available Waiter ID. Key in the text/name description and press the GREEN button (this field is limited to 10 characters).

```
ADD WAITER            Code nn
Key in Waiter's Name
                    aaaaaaaaaa
and then press ENTER
```

(Please refer to Section 8 of this guide for instructions on how to enter letters).

Deleting a Waiter ID

Follow steps one to six above and select **Delete** from the WAITER SETUP menu, now proceed as follows:

1. Key in the Waiter ID code that is to be deleted and then press the GREEN button.

```
DELETE Waiter
Key in Code to Delete
                           nn
and then press ENTER
```

2. If you want to proceed to delete the Waiter, press the GREEN button.

If not, press the YELLOW button.

```
DELETE Waiter nn
<name>

Enter=YES            Clear=NO
```

Changing a Waiter ID

Follow steps one to six of Waiter ID's (Restaurants) and select Change Name from the WAITER SETUP menu. Now proceed as follows:

1. To change a Waiter Name, key in the Code of the Waiter that requires change and then press the GREEN button.

```
CHANGE Name
Key in Code to Change
                           nn
and then press ENTER
```

2. Amend the Waiter Name by using the RED and YELLOW buttons to erase letters. (Please refer to Section 8 of this guide for instructions on how to enter letters). Press the GREEN button and the terminal will return to the Waiter Setup Menu.

```
CHANGE Name
Key in Waiter's Name
                 <existing name>
and then press ENTER
```

Creating Default ID's

When using the Create Defaults option, the terminal automatically creates numbered Waiters from 1-99 instead of named Waiters.

Follow steps one to six of Waiter ID (Restaurants) and select Create Defaults from the WAITER SETUP menu.

If Waiters Do not yet Exist

When asked whether you would like to create defaults on your terminal, press the GREEN button to accept. To decline, press the YELLOW button.

```
CREATE Defaults
Are You Sure?

Enter=YES            Clear=NO
```

If Waiters Already Exist

If Default Waiters exist on your terminal and you wish to add a named waiter, this screen will be displayed. You MUST delete a Default Waiter before a named waiter can be added. Press the GREEN button.

```
Waiters Already Exist
Delete ALL if you wish
to remove
```

31.   How to Change the Date and Time

The terminal has a built in clock which maintains the current date and time. If necessary you can also change the date and time manually. Please note: This may need to be done twice a year when the clocks change.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Key enter the number 30 and press the GREEN button. You will then be asked to swipe the Supervisor Card or key in Supervisor code.

```
Key in Function Code


and then press ENTER
```

3. The current date will be displayed. Re-key the correct date and press the GREEN button.

```
SET DATE/TIME
Enter Current Date
                    dd/mm/yy
and then press ENTER
```

4. The current time will be displayed. Re-key the correct time and press the GREEN button.

The terminal will return to the READY prompt.

```
SET DATE/TIME
Enter Current Time
                    dd/mm/yy
and then press ENTER
```

32.   How to Set Sleep Parameters

This function allows you to set the time when the terminal is not in use before it goes into sleep mode. Having the sleep parameters enabled will save on battery life.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2 Key enter the number 38 and press the GREEN button. You will then be asked to swipe the Supervisor Card or enter Supervisor code.

```
Key in Function Code


and then press ENTER
```

3. Press ENTER to continue setting Sleep Parameters or Clear to cancel.

```
SYSTEM
Sleep Parameters?

Enter=YES          Clear=NO
```

4. Enter the number of minutes before which the terminal goes to sleep and then press the GREEN button.

The terminal will return to the READY prompt.

```
Number of Mins before
going to sleep (1-30)
                        xx
and then press ENTER
```

33. How to Print a Transaction Log

This function allows you to print a log of your last 100 transactions, should the need arise for example to check any financial discrepancies.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Key enter the number 16 and press the GREEN button. You will then be asked to swipe the Supervisor Card or key in Supervisor code.

```
Key in Function Code


and then press ENTER
```

3. To print a transaction log for the selected acquirer, press the GREEN button. If not, press the YELLOW button.

```
Print Transaction Log
<Aquirer Name>?

Enter=YES          Clear=NO
```

4. Press the GREEN button again and the transaction log for that acquirer will be printed. It will show the previous 20 transactions for that acquirer. Step 3 and 4 will repeat for each acquirer. Once all have been printed, press the GREEN button and the terminal will return to the READY prompt.

```
Print Transaction Log
Continue?

Enter=YES          Clear=NO
```

34. How to Assign a Terminal to a Base Unit

Place the terminal handset onto the base unit.

1. At the READY prompt press the MENU button twice.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

3. Key enter the number 36 and press the GREEN button. You will then be asked to swipe the Supervisor Card or key in Supervisor code.

```
Key in Function Code


and then press ENTER
```

4. To assign the terminal to a base unit press the GREEN button. To cancel the operation, press the YELLOW button.

```
SYSTEM
Radio Setup?

Enter=YES          Clear=NO
```

5. Select ASSIGN TO BASE and press the GREEN button.

6. Place the handset onto the base unit if you have not already done so.

```
RADIO SETUP
Assign to base
Select base
Remove base
```

The terminal will display different screens to confirm that the base unit assignment is in progress.

The terminal will finally confirm that the base unit assignment was successful and will automatically return to the ready prompt after three seconds.

Assigning a Handset to more than one Base

Your handset can be assigned to up to three bases. If you are not in range of your primary base unit, you can select from two others that the handset is assigned to in order to complete your transaction. Follow the prompts below to assign your terminal to more than one base.

1. At the READY prompt press the MENU button twice.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Use the arrow buttons to view the available options and press the GREEN button when the **Select Function** option is highlighted.

3. Key enter the number 36 and press the GREEN button. You will then be asked to swipe the Supervisor Card or key in Supervisor code.

```
Key in Function Code


and then press ENTER
```

4. To assign the terminal to a base unit press the GREEN button.

To cancel the operation, press the YELLOW button.

```
SYSTEM
Radio Setup?

Enter=YES          Clear=NO
```

5. Choose SELECT BASE and press the GREEN button.

```
RADIO SETUP
Assign to base
Select base
Remove base
```

6. Select the number of the base unit you wish to assign your handset to and press the GREEN button.

You can now proceed to assign your handset to up to three more base units. Your terminal will return to the READY prompt when each assignment is complete.

```
SELECT BASE
40243643
40243582
```

35. <u>How to Test the Signal Quality</u>

You should make every effort to retain a high signal strength when using the terminal; signal strength is indicated by this symbol on your terminal display:

To test the signal strength please proceed as instructed below. This will allow you to determine if you have any bad reception areas.

Note: A good reading is 255 and a low reading would be 180. Try to achieve a reading between 200 and 255.

1. At the READY prompt, press the MENU button twice. Using the arrow button select the **Select Function** option and then press the GREEN button.

```
SYSTEM MENU
Totals
Print Function Codes
Select Function
```

2. Enter the number 36 and then press the GREEN button.

3. Swipe the Supervisor Card or key in Supervisor code.

4. Using the arrow button select the Test Radio Link option.

```
Key in Function Code


and then press ENTER
```

5. To start the test press the GREEN button. If not, press the RED button to abort the test procedure.

```
Signal Quality Test

Press ENTER to start
or CANCEL to quit
```

```
Signal Quality Test
Running
xx seconds remaining
press CANCEL to quit
```

6. The signal test will run for 60 seconds and print the result. If the result is low (ie. 180) move the base to a different location and run the tests again. Press CANCEL to quit the testing and Return to the READY prompt.
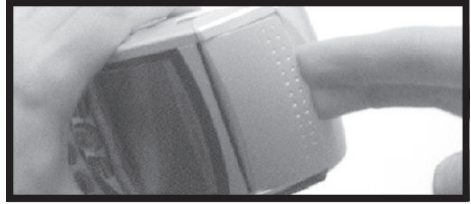
```
Signal Quality Test

Press ENTER to start
or CANCEL to quit
```
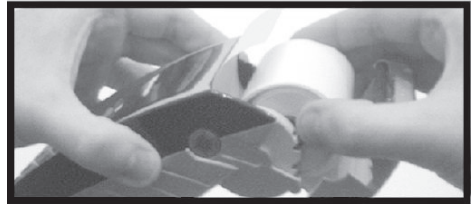
36. <u>How to Change a Paper Roll</u>

1. Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.

2. Unstick the end of the new roll, leaving the end free, hold the paper roll as shown and carefully place into the printer compartment.

3. Holding the free end of the paper and the terminal, close the printer cover and push firmly until it locks.

Pressing the YELLOW button will feed the paper through.

37. <u>Insuring the Terminal</u>

Although you rent your terminal for a monthly charge it is strongly recommended that you insure the terminal against loss or damage to a value as recommended by your acquirer.

38. <u>Security Warning Notice</u>

This terminal is used for the secure transfer of funds using credit and debit cards. As such it is designed as a high security device.

Should you suspect that the terminal might have been removed, stolen or apparently modified or replaced then you should advise your Bank immediately and stop using the terminal until advised by the Bank accordingly. This is to protect both your business and also the persons who have or will continue to use your terminal.

Please be vigilant at all times and check your terminal regularly.

39.   <u>Helpful Hints</u>

Terminal Tips

Your terminal unit should be left in your retail premises and plugged into a 24 hour power supply and telephone line at all times.

If the terminal display is blank, ensure the terminal is plugged into the power supply.

If you have poor quality printing, change the paper roll.

Keep your Supervisor card in a secure place. Anyone with access to this card or code may perform unauthorised refunds. If your terminal is configured for supervisor code do NOT write this down or give this to anyone.

Financial Tips

Always check you have keyed in the correct amount before going ahead with the transaction.

If you are referred for an authorisation code, read the amount from the slip to ensure you have the correct amount (It has been known for the amount of 2,000.00 to be keyed instead of 200.00. A code is then obtained for the 200.00 but the cardholder is debited for the keyed amount of 2,000.00).

Always check your bank statement on a regular basis to ensure you are receiving your credits and that the amounts are correct.

Remember to reconcile the terminal each day as this will generate all the funds to your bank account.

You will not be credited with Z Totals as these are running totals for your records and do not generate funds to your account.

Keep your copy transaction slips in a safe place. There may be occasions when you are asked to provide copies of these.

Please ensure that Refund transactions show as REFUND ACCEPTED.

If the terminal prints the message Totals not Agreed when you carry out your End of Day Banking, please contact the Helpdesk.

If Stored is printed on your End Of Day report please contact the Helpdesk.

40. <u>Miscellaneous Prompts</u>

Below are explanations for some of the common prompts displayed by the terminal.

PROMPTS	CAUSE/REASON	REMEDY
Call Auth centre	Assistance required.	Call the Authorisation Centre on the number displayed by the terminal. Once you have spoken to the Authorisation Centre press the GREEN ENTER button and follow the prompts displayed by the terminal.
Call Helpdesk	Assistance required	Please contact your Helpdesk
NOT AUTHORISED	The card issuer has declined to authorise the transaction.	Ask the customer to pay by some other means and press the YELLOW button.
Referral	Assistance required.	Call the Authorisation Centre on the number displayed by the terminal. When the call is answered quote the referral message and your Merchant Number.
Unable to Authorise	Transaction declined by the card.	Ask the customer to pay by some other means and press the YELLOW button.
Unable to Connect	Terminal not connecting to host via a telephone line	Check the telephone line is connected properly. Call the Helpdesk for guidance.

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